



Michelle Hookham
Mental Health & Homeopathy

Wentworth Housing
George St
Windsor
NSW 2756

13th June, 2025

Re: Delores Craig (DOB: 05.11.1963) application for public housing

Dear Wentworth Housing,

I write to request that you take the following information into consideration when evaluating Delores Craig's application for public housing.

I am a Credentialed Mental Health Nurse (CMHN) working in Windsor. Delores was referred to me in October, 2019 by her GP under a long-term mental health treatment plan (Wentworth Healthcare's MHNIPs program) for psychological support for Post-Traumatic Stress Disorder (PTSD), anxiety and depression.

Mental health presentation

At the time of her initial appointment, Delores presented with a 3-year history of not coping with complex psychosocial stressors after separating from her partner and experiencing an episode of homelessness, including a period of living in a tent. She reported high anxiety and panic about meeting financial obligations. These thoughts were overwhelming to the point where Delores became anxious about leaving the house and questioned the value of staying alive.

Challenges with accommodation

Following the period of homelessness and living in a tent, a friend provided rental support which enabled Del to live in a low-cost private rental property in Kurrajong between 2019 and 2025. She moved into a private rental with her son in March 2025. This is a short-term arrangement whilst Delores finds a more sustainable housing option.

Delores is on the Disability Support Pension (DSP) because of her mental health condition. Private rental is unaffordable on the DSP, hence the requirement to pursue her application for public housing as a matter of priority.

Housing requirements for mental health

Delores is a person who needs access to the outdoors for her mental/emotional wellbeing. If she feels hemmed in or trapped, her PTSD escalates. A small garden or access to a space to be outside is essential as gardening is part of her recovery program and she gets immense relief being able to sow the earth. Del was offered accommodation last year through Wentworth Housing, however had to turn it down because it lacked these essential elements she needs to recover and stay well. I would ask that you consider this when a suitable place becomes available. Del would be happy in any accommodation that is in a semi-rural area with even a small garden.



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Impression:

Delores' recovery and mental/emotional wellbeing are significantly hindered by ongoing psychosocial stressors and social isolation. Financial pressure and fear of homelessness contribute to ongoing anxiety.

Recommendation:

If Delores were able to secure affordable long-term housing, I believe this would significantly benefit her sense of safety and security, which would allow her hypervigilant nervous system and PTSD symptoms to reduce. In time, this would support Delores to plan a future for herself and a 'life worth living'.

If you require any further information, please let me know.

Regards,

Michelle